MyCalPAYS Frequently Asked Questions on Go-Live Training

This document provides answers to frequently asked questions about MyCalPAYS training while preparing for MyCalPAYS deployment. Training for MyCalPAYS is provided by the State Controller's Office and is administered through SCO University. Courses are structured to meet user requirements based on assigned MyCalPAYS security roles and responsibilities.

Note: Select Ctrl + F or use the Find window in the PDF Reader toolbar to search using key words.

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General Questions – MyCalPAYS Training

Q: I received a notification from SCO University that I need to attend MyCalPAYS training. What is this notice?
A: If you have received a notice from SCO University about MyCalPAYS training, this means you have been identified as a user of MyCalPAYS. Your training requirements have been determined by the State Controller's Office in conjunction with your department. Please follow the instructions in the e-mail notification from SCO University. For any questions specific to your training, please contact your MyCalPAYS Department Training Coordinator.

Q: What is MyCalPAYS?
A: MyCalPAYS is the State of California's new human resources and payroll system. Once fully deployed, MyCalPAYS will support all State Civil Service employees as the human resources and payroll system of record.

Q: Where can I get more information about MyCalPAYS?
A: Additional information about MyCalPAYS can be found on the State Controller's Office website. Visit the MyCalPAYS website on the State Controller's Office by clicking, or copying and pasting, the following link into a web browser:
http://sco.ca.gov/21century_mycalpays_home.html

Q: Where can I get more information about MyCalPAYS training?
A: The State Controller's Office maintains a MyCalPAYS training webpage with additional information. Visit the MyCalPAYS Training page on the State Controller's Office website by clicking, or copying and pasting, the following link into a web browser:
http://sco.ca.gov/21century_mycalpays_training.html

Q: What is the 21st Century Project?
A: The 21st Century Project is the State Controller's Office initiative which is transforming the business processes and technology that support human resources and payroll functions for the State of California by implementing MyCalPAYS.

SCO University Learning Management System (LMS)

Q: What is the Learning Management System (LMS)?
A: The Learning Management System (LMS) is the database used by the 21st Century Project to manage all SCO University course registration, attendance tracking, and online courses.

Q: How do I access the SCO LMS?
A: Access the LMS by clicking, or copying and pasting, the following link into your web browser:
https://gm1.geolearning.com/geonext/scouniversity/login.geo

Q: I don't know my username and/or password for the SCO University Learning Management System (LMS). How can I retrieve them?
A: If you have previously logged in to the SCO University LMS and set up your security questions, access the LMS by clicking, or copying and pasting, the following link into your web browser: (https://gm1.geolearning.com/geonext/scouniversity/login.geo).

1. Click the **Forgot your password?** link.
2. Enter your full email address in the *Username or Email address* field.
3. Select either:
   - The radio button to Send by email, or
   - The radio button beside **Answer security question.**
     Note: Use this option only if you previously set up your security questions in the LMS.

If additional assistance is needed, or if you have never logged on to the LMS before, send an email to SCO University (scouniversity@sco.ca.gov).

Training Schedule Questions

Q: How do I enroll in a MyCalPAYS training course?
A: If your department is preparing to transition to MyCalPAYS, you do not need to do anything to enroll in training courses. SCO University will automatically enroll you in the courses that are associated with your MyCalPAYS roles as defined by your department. As your department nears the go-live date, you will be notified of your training courses, dates, and times.

Contact your Department Training Coordinator (DTC) if you have questions about MyCalPAYS training or feel that you need to take an additional course.

Q: Where can I find my class schedule?

A: Your class schedule is maintained in SCO University's Learning Management System (LMS). To see your upcoming class schedule:

1. Access the LMS by clicking, or copying and pasting, the following link into your web browser: https://gm1.geolearning.com/geonext/scouniversity/login.geo.
   Note: A user login is required. If you do not have a login, contact your MyCalPAYS Department Training Coordinator.
2. Login to the LMS.
3. From the SCO University LMS home page, click **My Required**. A list of the courses assigned to you displays.
4. Click a specific course to view additional information about that scheduled class (such as date, time, and location).

To see upcoming classes, as well as previously completed classes:

1. Access the LMS by clicking, or copying and pasting, the following link into your web browser: https://gm1.geolearning.com/geonext/scouniversity/login.geo.
2. Login to the LMS.
3. From the SCO University LMS home page, click **My Transcript**.

In addition to being able to view your schedule in the LMS, you will receive an email from SCO University about one week prior to each scheduled class. This email serves as a reminder and provides details about your class location, date, and time.

Q: I have a conflict with my class schedule. How can I reschedule a class?

A: Contact your MyCalPAYS Department Training Coordinator (DTC). Your DTC will coordinate schedule changes with SCO University.

Q: Can I see the full MyCalPAYS curriculum?

A: Yes. The MyCalPAYS curriculum is available through the SCO University Learning Management System (LMS):

1. Access the LMS by clicking, or copying and pasting, the following link into your web browser: https://gm1.geolearning.com/geonext/scouniversity/login.geo (user login required).
   Note: A user login is required. If you do not have a login, contact your MyCalPAYS Department Training Coordinator.
2. Login to the LMS.
3. From the SCO University LMS home page, access the **Course Catalog** to view a list of all of the courses and descriptions.

Q: Where are MyCalPAYS classes conducted?

A: Classes in Sacramento are conducted downtown at the State Controller's Office building located at 300 Capitol Mall. All classrooms are located on the second floor.

In communications from SCO University, the names of classrooms may be abbreviated as indicated below:

BAR – Santa Barbara
BER – Berkeley
CRU – Santa Cruz
DAV – Davis
HUM – Humboldt
PAC – Pacific
RIV – Riverside
STA – Stanford

Additional classrooms are located in different regions throughout the state.

Specific class locations are available in the Learning Management System and in your confirmation emails from SCO University.

Q: What time do MyCalPAYS classes start?

A: Most classes start at 8:00 a.m. Half-day classes that are scheduled for the afternoon start at 1:00 p.m. The reminder email sent from SCO University will confirm the time your class starts.

Web-based Training Questions

Q: Will my work be saved when I exit a web-based course without completing it?

A: Yes. If you exit a web-based course in the Learning Management System before finishing it, your work will be saved. The next time you access the course from the same computer, it will open where you previously logged out.
Note: Please exit using the LMS internal navigation buttons and NOT the Internet Explorer navigation buttons.

Q: What can I do if I can't open a web-based course?

A: Complete the following steps if you cannot open a web-based course:
1. Open Internet Explorer.
2. On the Internet Explorer toolbar, click **Tools > Pop-up Blocker > Turn off pop-up blocker**.
3. On the Internet Explorer toolbar, click **Tools > Compatibility View**.

If the above process does not resolve the issue, explain the issue in an email to SCO University (scouniversity@sco.ca.gov).

Q: What can I do if a web-based course stops responding?

A: Complete the following steps if a web-based course stops responding:

1. On the Internet Explorer toolbar, click **Tools > Delete Browsing History**.
2. On the *Delete Browsing History* pop-up window, ensure ONLY the **Preserve Favorites website data**, **Temporary Internet files**, **Cookies,** and **History** boxes are checked. If you do not see your *Delete Browsing History* line item under tools, right click on the toolbar and select *Menu Bar* from the dropdown.
3. Click **Delete > OK**.
4. Close Internet Explorer, reopen, and try running the course again (you may need to restart your computer).

If the above process does not resolve the issue, follow these steps on the SCO University Troubleshooting guide. To access:

1. Click https://gm1.geolearning.com/geonext/scouniversity/GetOnlineResource.geo?selectedID=60723
2. Enter your **Username** and **Password**
3. Click **Enter**
4. Click **Open**

Support Questions

Q: After I attend class, will I receive additional training or help in using MyCalPAYS?

A: Yes, additional assistance will be available to you after training. Online help (http://ms-cal-scoppweb.cal.tdc.ad.teale.ca.gov/gm/) will always be available, providing access to work instructions, job aids, courses, and report packages.

You may also visit the MyCalPAYS website at http://www.sco.ca.gov/21century_mycalpays_home.html or email the Customer Contact Center for additional help (mcpccc@sco.ca.gov).